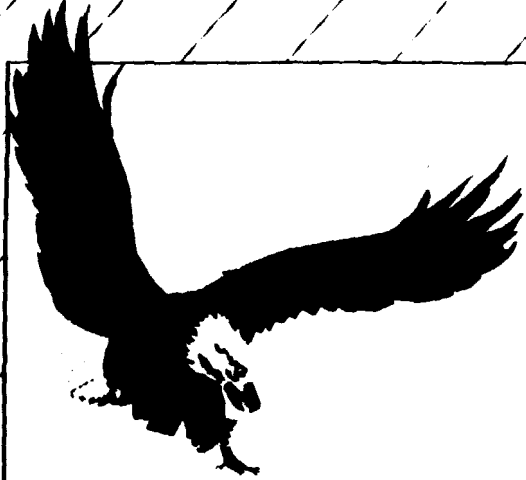




How does the Interim Process differ from the Long-Term Plan? (continued)

- CLEC(s) will have the option to either accept or to decline the Interim Fatal Error Process.

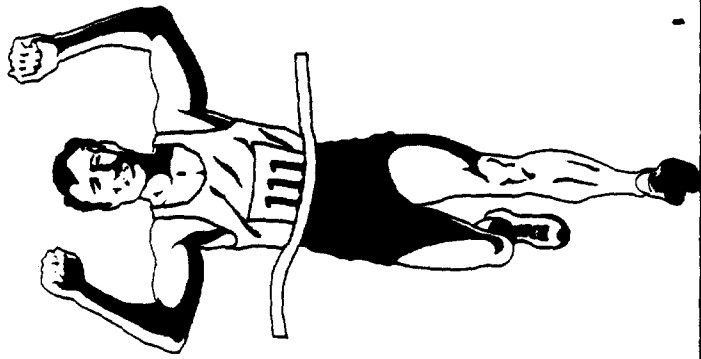
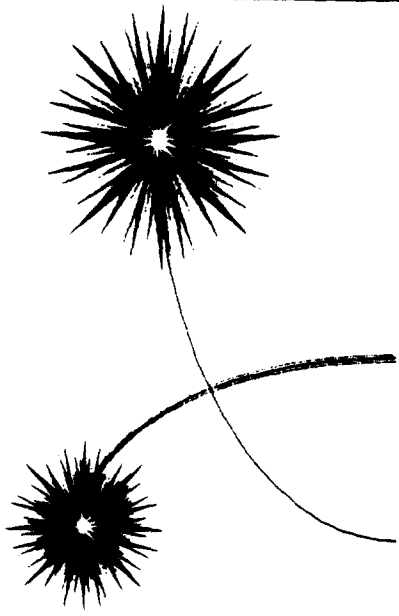


The Big Benefit

- This Interim “REJECTS” Process will eliminate the current method whereby Fatal Error messages are faxed to CLEC(s) by ICSC personnel.



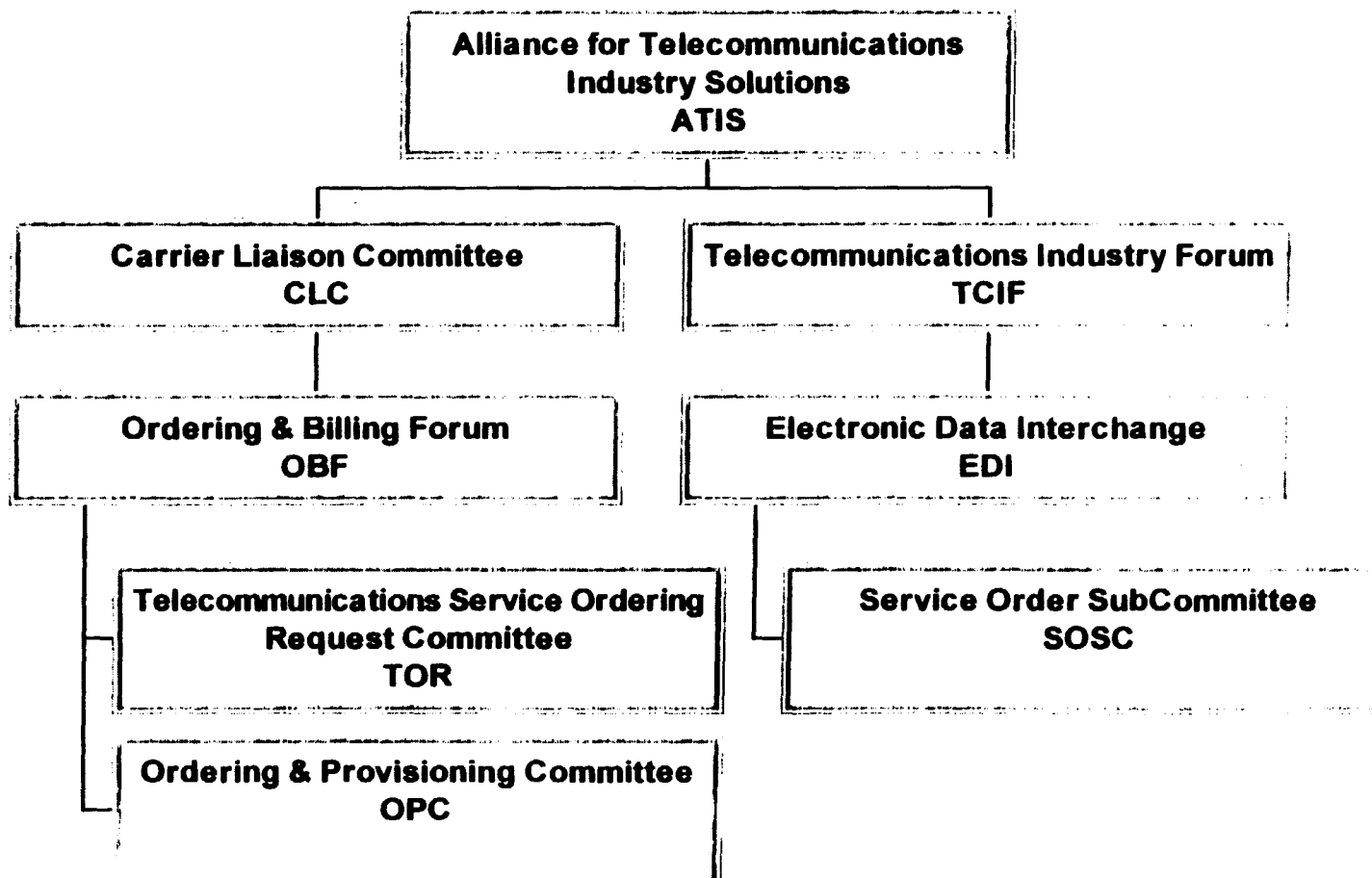
GO FORTH AND CONQUER



EDI/TCIF - Issue 7

Electronic Data Interchange/
Telecommunications Industry Forum - Issue 7
for LEO
Local Exchange Ordering

Standards in the Resale World



Standards in the Resale World

"The Evolution"

INPUT

OUTPUT

- 'Pre' Guidelines for Resale
- ANSI X12 Standards v3040



**BST EDI for
Local Exchange Ordering**

- 12/96 OBF Guidelines
- ANSI X12 Standards v3050



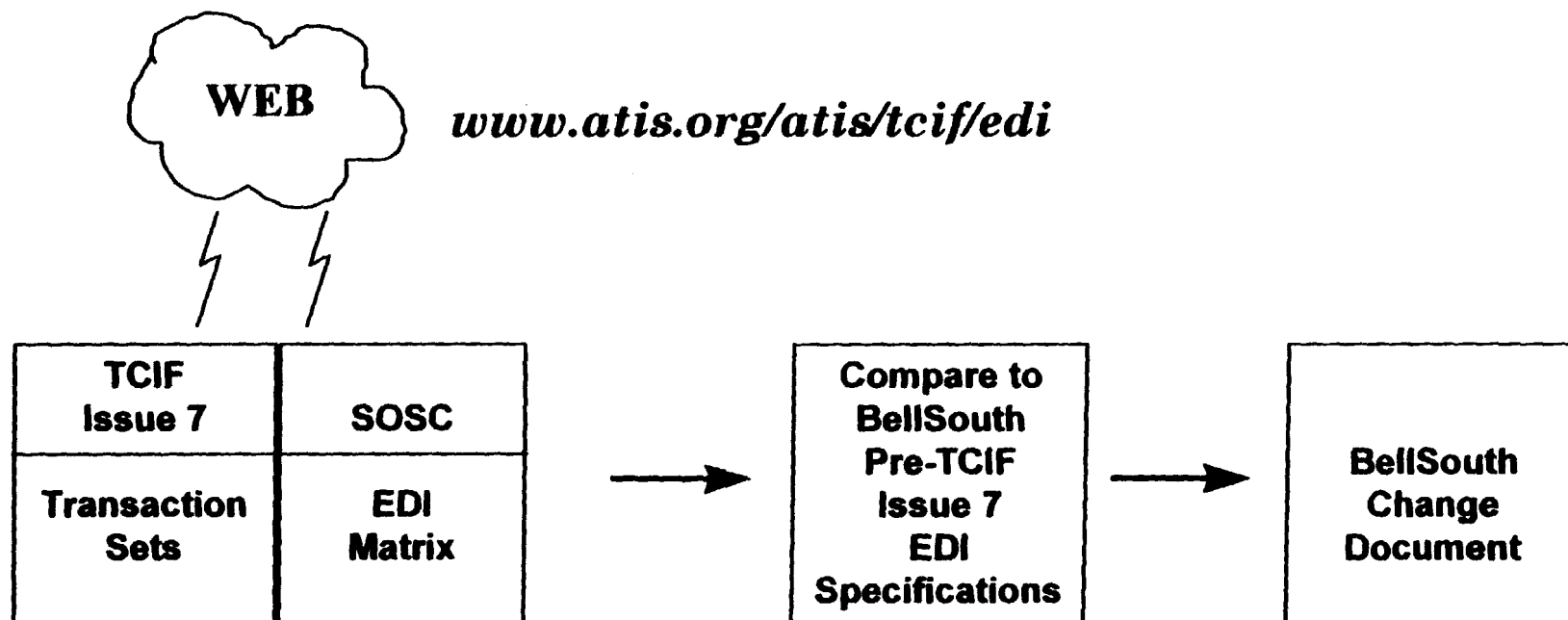
**06/97 TCIF/EDI
Issue 7.0 Guidelines**

- 06/97 TCIF/EDI Issue 7.0 Guidelines
- BellSouth Business Requirements

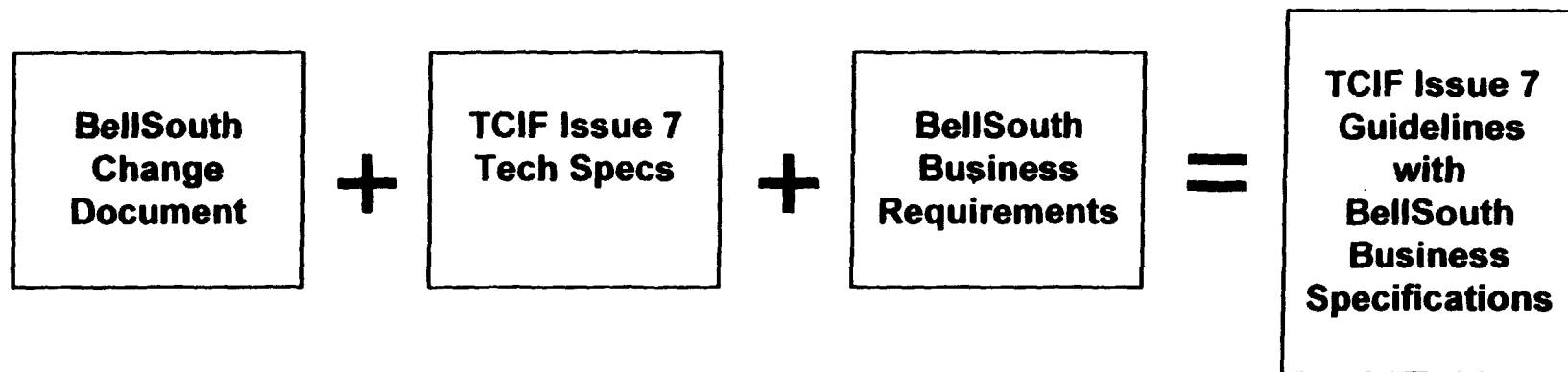


**TCIF Issue 7 Guidelines with
BellSouth Specifications**

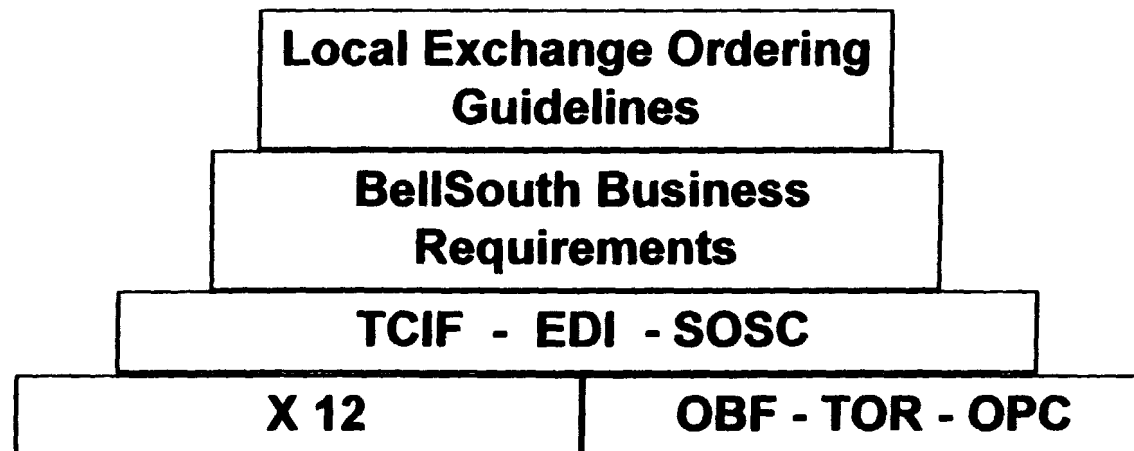
BellSouth Specification Development Process



BellSouth Specification Development Process *...continued*



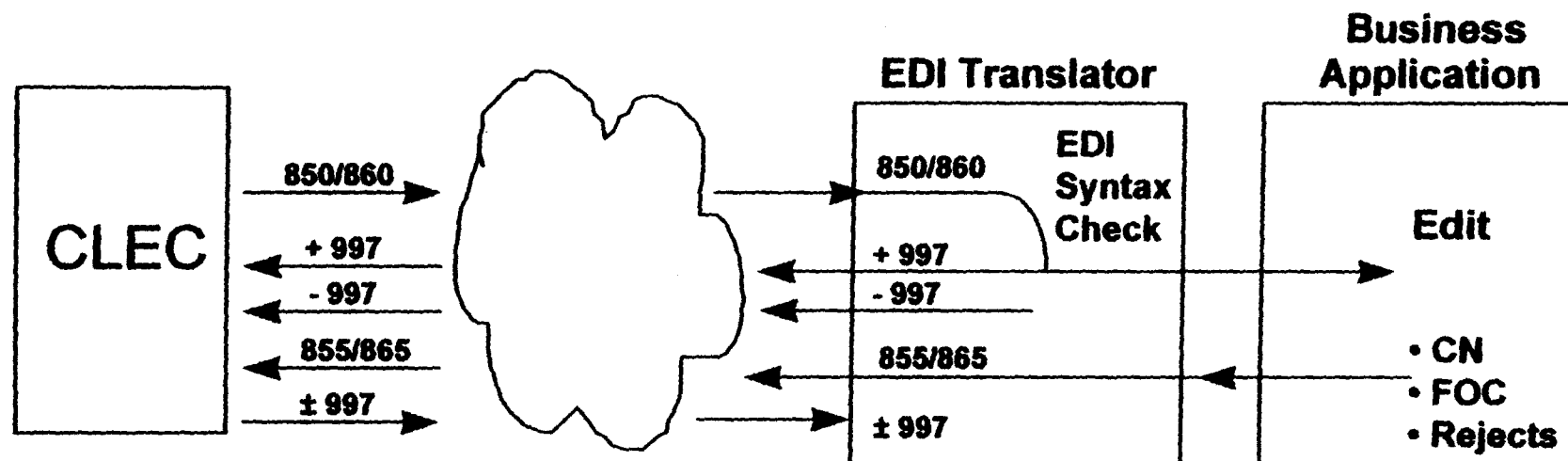
BellSouth Specification Development Process Summary



Two Types of Rejects

- At EDI Level
997 EDI Syntax Error
- At Application Level
Business Requirement Rejects
on 855/865

Reject Flow



Note: BellSouth sends 997 FAs for each document received
 BellSouth expects to receive within 24 hours a 997 FA for all documents sent

© BELL SOUTH

Q & A

ATTACHMENT 64

BellSouth Interconnection Services 770 492-7550
Suite 200 Fax 770 492-9412
1960 West Exchange Place
Tucker, Georgia 30084

AT&T Regional Account Team

October 29, 1997

Beverly Simmons
AT&T
Promenade II
Room 12NOB
1200 Peachtree St, NE
Atlanta, GA 30309

Dear Beverly,

This correspondence is in response to five letters which you have sent to either Gloria Burr or Mel Porter within the last two weeks. As Margaret has discussed with you, I will be acting as the clearinghouse for all inquiries that you might send to the SMEs going forward. Therefore, anything that you forward to or ask of them, should also be copied to me. I will in turn copy Margaret, unless you prefer to copy both of us. Also, I appreciate your putting your questions in writing, and I will reply to you the same way. I hope that this process will assist in the overall flow of information, improve the timeliness of acknowledgement and response to your inquiries, and create an "audit trail" that we can all refer to when future questions and issues arise.

I will address the five letters in reverse chronological order.

1. Letter to Mel Porter dated 10/14/97. This letter concerned orders which processed through and generated FOCs back to AT&T. After FOCs were received, AT&T then received clarifications. AT&T asked for an explanation as to how this could have occurred, given LESOG edits; whether or not there had been any changes and the mechanized order process, and whether or not there are any additional edit rules that ATT needs to be made aware of.

RESPONSE: As of October 28th, Mel Porter is still reviewing the list of PONs which you provided. Both he and Rhonda Brantley of the LCSC are investigating this issue and have consulted with a service order SME in attempts to identify and explain the problem. To date, Mel does not have an adequate explanation, but he continues to investigate. I will advise you of his findings as soon as the information is available.

2. Letter to Mel Porter dated 10/16/97. This letter concerned the LCSC canceling of AT&T's pending orders in response to a verbal request from BST's retail business office.

RESPONSE: The LCSC will continue to cancel AT&T orders when one of two circumstances apply. Firstly, an order will be canceled if the end user calls and states that he has changed his mind. Secondly, an order will be canceled if the end user calls and indicates that the conversion to AT&T was unauthorized.

FEB-05-1900 04:48

P.02

3. Letter to Gloria Burr dated 10/20/97. This letter inquired about the Call Waiting Deluxe feature and its availability in the DMS central office in Georgia.

RESPONSE: Gloria sent a written response to you on October 28th. Additionally, a message you left for me today indicated that you and Gloria also spoke about this issue, as well as custom ringing options. Your message suggested that these issues have been satisfactorily addressed. With your agreement, these issues can now be closed.

- 4. Letter to Margaret Garvin dated 10/23/97. This letter concerned the ordering process for service migrations. There have been instances, where as a result of these orders, end users have been taken completely out of service.

RESPONSE: Mel and Gloria have thoroughly reviewed the orders themselves and any system occurrences which might have triggered the disconnects. There were no errors nor system problems identified. Therefore, BST is asking for real time notification the next time such an incident occurs. If we can look at the line itself, as well as the databases involved in processing the order while the service is actually down, we will be in a better position to isolate the problem. In the meantime, as a proactive response, Mel and I will be working on a plan to issue dummy orders and track them in the system to see if we can recreate the problem and/or to identify pending orders due within the next week and monitor them to ensure no service outage. We have not worked through all of the details of this plan, but our goal is to share more with you during our November 3rd conference call.

5. Letter to Gloria Burr dated 10/21/97. This letter concerned Call Waiting Deluxe and submitted three follow up questions based upon the information already provided.

RESPONSE: As of October 28th, Gloria did not have answers for you on the new questions. She is awaiting answers from the appropriate SMEs in Florida and North Carolina. Additionally, the question related to an interim solution to the problem of processing orders without the CL information has taken more time to verify than the two business day turnaround you requested. Gloria, her manager, and other SMEs are looking at these questions. Gloria will forward her findings to me and I will forward them to you as soon as the answers are available.

6. Verbal inquiry being handled by Margaret Garvin and Gloria Burr. Origination date unknown. This inquiry concerned an agreement which had been reached whereby BST would not send orders to clarification as a result of touchtone information being omitted from the feature detail section of the orders.

RESPONSE: Margaret left a voice mail message for you yesterday explaining that there was some delay involved between the time that BST agreed to implement the workaround, and actually getting everything in place to affect the workaround. During that period, some orders may have gone to clarification. However, as of October 28th, there should not be any more orders rejected for this reason. If so, please let me know.

In closing, I hope that this information is sufficient to update you on these particular issues, some of which remain outstanding. If we need to discuss any of them further, please call me or bring them up at our next conference call.

Sincerely,

Natasha K. Ervin

Natasha K. Ervin

xc: Margaret Garvin
Melvin Porter
Gloria Burr

ATTACHMENT 65

RECEIVED OCT 17 1997

244

Beverly Simmons

AT&T
Promenade II
Room 12N08
1200 Peachtree St., NE
Atlanta, GA 30309
404 810-4932
FAX: 404 810-3131

October 17, 1997

Melvin Porter
BellSouth Interconnection Services
5147 Peachtree Industrial Blvd.
Atlanta, GA 30341

Dear Mel:

This letter concerns the ordering process for service Migrations performed through LESOG (Local Exchange Service Order Generator). AT&T is receiving customer complaints, stating that they've experienced service interruptions between the hours of 12:01 AM and 6:00 PM on the date that a conversion from BellSouth to AT&T was to occur.

BellSouth's Service Migration process described during negotiations and in documentation provided to us is as follows: When a LSR (Local Service Request) to migrate a customer from BellSouth to AT&T is sent from LEO (Local Exchange Ordering) system to the LESOG (Local Exchange Service Order Generator), two service orders are generated. LESOG then is supposed to automatically generate a disconnect order and a new connect order, and relate both orders to one another for processing.

However, we understand that instead, when the LESOG generates the new connect order an error occurs, by putting an incorrect, related order information (FID) Field Identifier on the new connect order. This FID is placed on the order by BellSouth. The FID that should appear on the BellSouth generated order is "AVNL" indicating coordinate relate orders, the actual FID that's appearing on the BellSouth order is "AVNA", causing the new connect order to fallout to the LCSC (Local Carrier Service Center) for manual handling. Once the order sequence is broken there's no coordination to prevent a service interruption. On October 15, 1997, Gloria Burr of BellSouth, informed us that the LCSC representatives are typing the following remarks entries on these new connect orders: "Re-establish customer service for CLEC coordinate orders". This remarks entry isn't preventing the disconnect order from processing before the new connect order is processed, resulting in customer outages.

Mel, on September 10, 1997, I discussed this particular issue with you. In that conversation, you assured me that service Migrations are transparent to the end user. Obviously that isn't the case. After talking with Gloria Burr about this issue, she discussed it with Cherry Smith of BellSouth, who confirmed that service interruptions are occurring. Cherry issued a defect ticket on October 15, 1997 to correct this problem. AT&T is deeply concerned that our first inquiry wasn't thoroughly verified. This issue could have been resolved much earlier, avoiding the significant number of customer complaints that AT&T has received in the meantime.

With this letter, I am requesting that BellSouth implement a quality control process to provide AT&T with assurances that all AT&T inquiries have been thoroughly researched and verified.

Please provide a response to me by October 20, 1997 setting forth the date that the defect ticket will be implemented, and identifying the preventive measures BellSouth will put in place to ensure

that these customer service outages will not recur.

Sincerely,

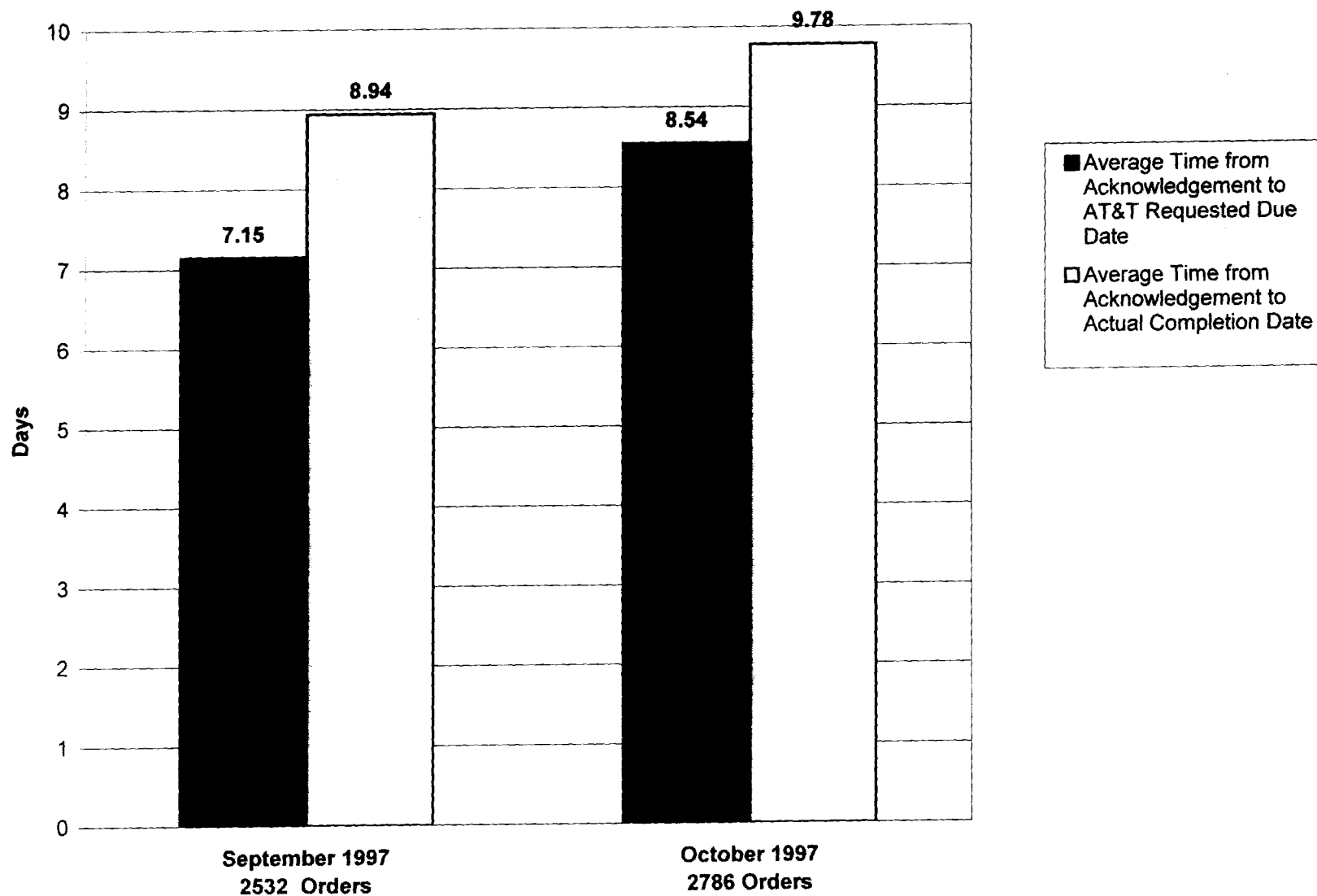
A handwritten signature in cursive script, appearing to read "Beverly Simmons".

Beverly Simmons

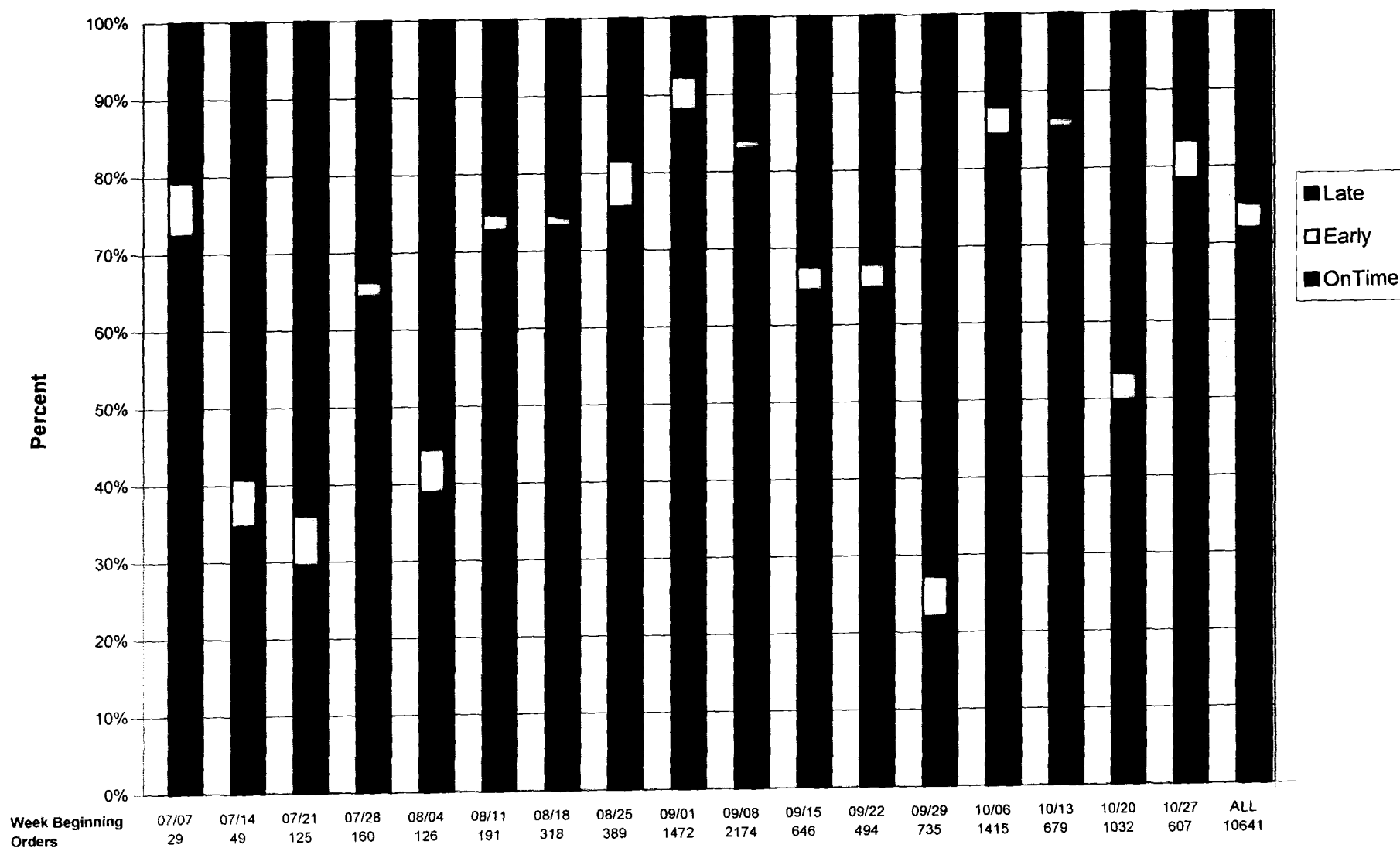
cc: Margaret Garvin

ATTACHMENT 66

Average Provisioning Interval Consumer Migration Orders



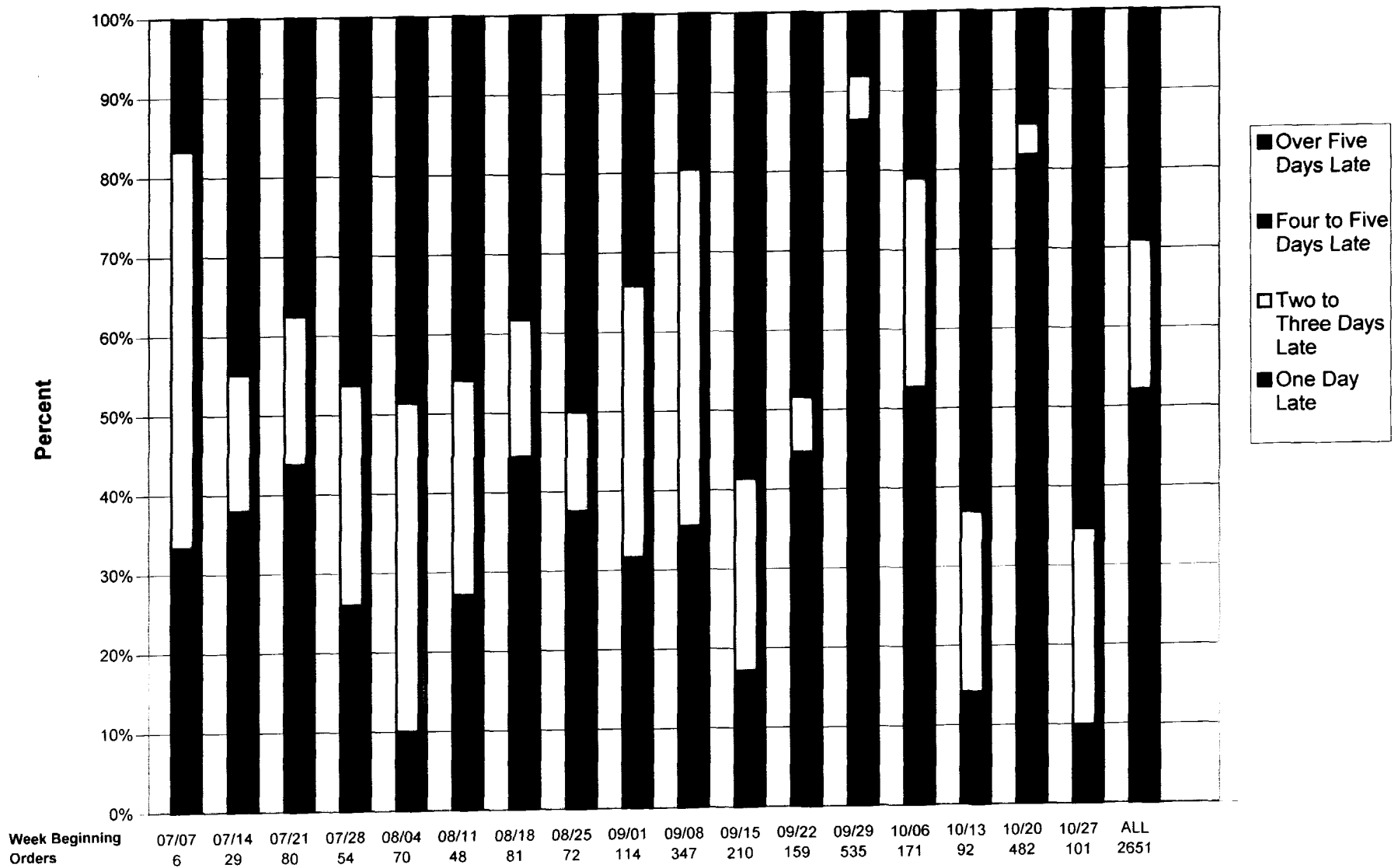
AT&T Requested Due Dates Met Consumer Migrations



Orders are grouped into weeks based on Completion dates.

Week	OnTime	Early	Late
07/07 29	0.7241	0.069	0.2069
07/14 49	0.3469	0.0612	0.5918
07/21 125	0.296	0.064	0.64
07/28 160	0.6438	0.0188	0.3375
08/04 126	0.3889	0.0556	0.5556
08/11 191	0.7277	0.0209	0.2513
08/18 318	0.7327	0.0126	0.2547
08/25 389	0.7558	0.0591	0.1851
09/01 1472	0.8811	0.0414	0.0774
09/08 2174	0.8303	0.0101	0.1596
09/15 646	0.6455	0.0294	0.3251
09/22 494	0.6478	0.0304	0.3219
09/29 735	0.2204	0.0517	0.7279
10/06 1415	0.8438	0.0353	0.1208
10/13 679	0.8527	0.0118	0.1355
10/20 1032	0.4981	0.0349	0.4671
10/27 607	0.7842	0.0494	0.1664
ALL 10641	0.719	0.0321	0.2489

AT&T Orders Not Completed By Requested Due Dates Consumer Migrations



Orders are grouped into weeks based on Completion dates.

Week		One Day Late	Two to Thr	Four to Fiv	Over Five Days Late
07/07	6	0.3333	0.5	0.1667	0
07/14	29	0.3793	0.1724	0	0.4483
07/21	80	0.4375	0.1875	0.225	0.15
07/28	54	0.2593	0.2778	0.1481	0.3148
08/04	70	0.1	0.4143	0.1571	0.3286
08/11	48	0.2708	0.2708	0.2708	0.1875
08/18	81	0.4444	0.1728	0.1605	0.2222
08/25	72	0.375	0.125	0.1528	0.3472
09/01	114	0.3158	0.3421	0.0965	0.2456
09/08	347	0.3545	0.4496	0.0749	0.121
09/15	210	0.1714	0.2429	0.2429	0.3429
09/22	159	0.4465	0.0692	0.1258	0.3585
09/29	535	0.8636	0.0561	0.0187	0.0617
10/06	171	0.5263	0.2632	0.0468	0.1637
10/13	92	0.1413	0.2283	0.2283	0.4022
10/20	482	0.8174	0.0394	0.0228	0.1203
10/27	101	0.099	0.2475	0.1386	0.5149
ALL	2651	0.52056	0.18862	0.093171	0.197657